



Coffee Talk:

On a monthly basis the Call Center Manager conducts an informal meeting called “Coffee Talk.” Two Customer Service Representatives (CSRs) are randomly selected to participate. Coffee Talk is designed to encourage open communication. Coffee Talk allows CSRs the opportunity to voice concerns, suggest changes to improve efficiencies, and provide feedback on Call Center policies. All suggestions that result from Coffee Talk are followed-up and acted upon. Coffee Talk allows the Manager time to meet with the CSRs on a more personalized basis and provides an insight to the “heartbeat” of the Call Center.

Complaint Tracking:

To further improve customer service, HealthNow New York Inc. has developed an On-Line Complaint Tracking database. This database tracks customer feedback via an electronic format allowing CSRs to enter complaint information, have work queues to house unresolved complaints requiring resolution, and produce reports for review by management.

On a quarterly basis the management team reviews the monthly complaints to determine what action can be taken to improve customer service.